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UNIDOS DE AMÉRICA



**Atención a las Víctimas de Minas Anti-personales Afectadas por el Conflicto en Colombia**

Landmine Activities for Victims of the Conflict in Colombia

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QUARTERLY PERFORMANCE REPORT  
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Submitted by implementing agency:

Mercy Corps

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Program Summary

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Grant Amount: \$ 4,199,935

**Program Period:** Aug. 28, 2008 – Sept. 30, 2012

**Geographic Coverage:** 22 departments total of which six priority departments include Antioquia, Norte Santander, Nariño, Caquetá, Cauca, Meta

**Number of Beneficiaries:** 600 landmine survivors, 60,890 total including PWDs

**Partner Organizations:** Main Partner - Campaña Colombiana Contra Minas (CCCM); Other Partners and Cooperation Organizations - International Committee of the Red Cross; Corporación Paz y Democracia; Hospital Universitario de Nariño; Hospital Maria Inmaculada; Servicio Nacional de Aprendizaje (SENA); Universidad Don Bosco (El Salvador)

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## 1. Acronyms

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Acción Social	Social Action Program of the Presidency of the Republic of Colombia
ACIN	Association of Indigenous Cabildos of Northern Cauca (Asociación de Cabildos de Norte de Cauca)
CCCM	Colombian Campaign Against Mines (Campaña Colombiana Contra Minas)
COP	Colombian Pesos
ERW	Explosive Remnants of War
EPS	Health Provider - Empresa Prestadora de Salud
FARC	Revolutionary Armed Forces of Colombia
FOSYGA	Social Solidarity Guarantee Fund
GOC	Government of Colombia
HUDN	University Hospital of Nariño
ICBF	Colombian Family Welfare Institute
ICRC	International Committee of the Red Cross
IDP	Internally Displaced Person
IDESAC	Departmental Health Institute of Caquetá - Instituto Departamental de Salud de Caquetá
IED	Improvised Explosive Device
INGO	International Non-Governmental Organization
INVIMA	National Institute for Food and Drug Surveillance - Instituto Nacional de Vigilancia de Medicamentos
ISPO	International Society for Prosthetics and Orthotics
M&E	Monitoring and Evaluation
MC	Mercy Corps
NGO	Non-Governmental Organization
OAS	Organization for American States
PAICMA	Presidential Program for Integrated Action Against Antipersonnel Mines
P&O	Prosthetic and Orthotic
PWD	Persons With Disabilities
SENA	National Learning Service
UDB	Universidad Don Bosco
UN	United Nations
USAID	United States Agency for International Development
UXO	Unexploded Ordinance

## **2. Executive Summary & Key Achievements**

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During this quarter, Mercy Corps, together with its partners, the Colombian Campaign Against Landmines, the University Don Bosco and the Departmental Hospitals of Nariño and Caquetá, among others, served over 5,000 persons with disabilities and strengthened 12 organizations in the departments of Antioquia, Cauca, Caquetá, Meta, Nariño and Norte de Santander.

Health and Rehabilitation activities during the current reporting period have been focused on closing out the majority of Program activities. Specifically, efforts have been focused on following up on training activities for Prosthetic and Orthotic technicians, as well as monitoring and advocacy on public policy.

As one of the main activities, Mercy Corps organized and supported the start-up of the second training module of the P&O Technician Program that is implemented by the Don Bosco University. Five new students were selected to start their studies to replace five other students who withdrew. Mercy Corps also continued to support 26 P&O Laboratories through monitoring visits and technical support for the compliance with Resolution 1319 (Good Manufacturing Practices in P&O Development). In this sense, Mercy Corps also continued to implement high level public policy advocacy activities with national entities such as the Ministry of Social Protection and the INVIMA – National Food and Drugs Surveillance Institute.

Regarding Socio-Economic Integration, a total of 38 beneficiaries in the departments of Antioquia, Cauca, Caquetá, Meta, Nariño and Norte de Santander were visited in order to provide technical support as well as to monitor the activities and performance of their income generation initiatives.

Finally, Mercy Corps implemented “accountability to beneficiaries” events in the departments of Nariño, Caquetá and Cauca, where Program beneficiaries, local authorities and organizations were informed about the Program's achievements and impact.

### 3. Indicators

#### 3.1. Leahy Fund Indicators

Table 1: Key Q4FY_11 and Cumulative Indicator Leahy Fund Achievements				
Indicator	2009-2010 Cummu.	Achievements Q4Y'11	Cumulative 2011	2009-2011 Cummu.
Number of persons trained	712	17	650	1.362
Number of persons served	10.177	170.113	176.443	186.620
Number of institutions strengthened	58	18	70	128

For this reporting period, and after analyzing available information, Mercy Corps reports 186,620 persons served. This figure was consolidated with data from the two rehabilitation centers that the Program established in Nariño and Caquetá and the number of participants in the Socio-Economic Integration component, their families and members of institutions that have been trained.

#### 3.2. Program Indicators

Table 2: Achievements July to September 2011					
Indicator	Description of Indicator	LoP Goal	Achievements Q4FY'11	Cumulative 2009-2011	% of Adjusted LoP
1	Number of persons from mine/armed conflict affected communities that increase their capacity as first responders to mines/UXO and other ERW related emergencies.	630	0	657	104%
2	Number of landmine survivors, people with disabilities, and other victims of armed conflict who access rehabilitation services at the two new rehabilitation centers established in Caquetá and Nariño.	38.209	56.056	128.084	335%
3	Number of health care staff employed by the Hospital Maria Inmaculada and Hospital Universitario de Nariño rehabilitation centers that have been trained in specific needs of beneficiaries and that provide assistance.	30	12	39	130%
4	Number of Colombian P&O technicians trained and certified as Cat II technicians by ISPO.	30	0	30	100%
5	SENA has the technical capacity and suitable methodologies to train new P&O technicians that comply with International quality standards by ISPO.	3	0	3	100%
6	Number of socioeconomic working groups established and coordinating activities in order to strengthen socioeconomic initiatives with landmine survivors.	6	0	4	67%
7	Number of landmine survivors and their families that access income generation initiatives that improve their quality of life.	200	5	200	100%
8	Number of Departmental Committees for Integrated Mine Action that have defined work plans and information flow charts for integrated assistance to landmine survivors and advocacy related to mine action public policies.	6	0	5	83%
9	Number of health care providers that improve management practices thereby increasing access to health care and rehabilitation services to landmine survivors, victims of armed conflict and other people with disabilities.	6	0	45	750%

### 3.3. USAID Mission Indicators

Performance Indicators	LoP Goal	2011 (AWP target)	2009-2010 Cum m.	Q4FY'11	Q4(AWP Target)	Q4/AWP Goal %	Cumm. 2011	2009-2011 Cum m.	% Cum m./LoP Adj
<b>1. Vulnerable persons benefited</b>	<b>17.160</b>	<b>5.259</b>	<b>11.901</b>	<b>14.014</b>	<b>0</b>	<b>n.a</b>	<b>34.434</b>	<b>46.335</b>	<b>270,0%</b>
IDPs benefitted	-	-	303	0	0	n.a	284	587	n.a
Landmine survivors benefitted	600	0	904	0	0	n.a	107	1.011	168,5%
Other persons with disabilities	16.560	5.563	10.997	14.014	0	n.a	34.327	45.324	273,7%
Afro-Colombians assisted	18	0	60	1	0	n.a	47	107	594,4%
Indigenous assisted	18	0	74	0	0	n.a	122	196	1088,9%
<b>2. Socio-Economic reintegration</b>	<b>370</b>	<b>174</b>	<b>196</b>	<b>87</b>	<b>0</b>	<b>n.a</b>	<b>1.166</b>	<b>1.362</b>	<b>368,2%</b>
Jobs created	175	45	130	40	0	n.a	305	436	248,9%
Jobs strengthened	195	129	66	47	0	n.a	861	927	475,2%
Beneficiaries graduating from vocational training	33	27	6	1	0	n.a	9	15	45,5%
Beneficiaries with access to education	85	64	21	0	0	n.a	163	184	216,5%
<b>3. Health</b>	<b>38.209</b>	<b>0</b>	<b>50.684</b>	<b>56.056</b>	<b>0</b>	<b>n.a</b>	<b>133.456</b>	<b>184.140</b>	<b>481,9%</b>
Beneficiaries with access to health care	534	0	541	2	0	n.a	112	653	122,3%
Beneficiaries with access to rehabilitation services (survivors + family members+ other persons with disabilities)**	38.209	0	50.684	56.056	0	n.a	133.456	184.140	481,9%
<b>4. Public Policy</b>	<b>720</b>	<b>265</b>	<b>455</b>	<b>0</b>	<b>0</b>	<b>n.a</b>	<b>651</b>	<b>1.106</b>	<b>153,6%</b>
Persons benefited from institutional strengthening	720	265	455	0	0	n.a	651	1.106	153,6%
<b>5. Other Indicators</b>							0		
Private sector funds leveraged (US \$000) *(1)	-	-	\$ 108,0	\$ 0,0	\$ 0,0	n.a	\$ 0,0	\$ 108,0	n.a
Public Sector funds leveraged (US \$000)	-	-	\$ 14,8	\$ 0,0	\$ 0,0	n.a	\$ 282,0	\$ 296,9	n.a
Women beneficiaries	2.768	564	2.204	836	0	n.a	2.962	5.166	186,6%
Men beneficiaries	10.397	0	14.379	0	0	n.a	0	14.379	138,3%
Children beneficiaries	2.768	1.654	1.114	223	0	n.a	1.047	2.161	78,1%
People trained	1.890	1.178	712	0	0	n.a	633	1.345	71,2%
*(1) TRM: 1,810									
**The calculation of this indicator is the projection of direct beneficiaries (Rehabilitation Center), multiplied by the average family (4 people)									

#### 4. Progress Towards Objectives

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Program Objectives are outlined below with progress between July 1<sup>st</sup> and September 30<sup>th</sup>, 2011 by Result and Activity.

**Objective 1:** Landmine survivors, victims of armed conflict and other persons with disabilities in the departments of Antioquia, Caquetá, Cauca, Meta, Nariño and Norte de Santander have better quality and access to rehabilitation services by the end of the Program (Sept. 2011).

**Result 1.3.** Increased national capacity to provide quality Prosthetic and Orthotic (P&O) services, according to international standards.

**Activity 1.3.1.** Training of 30 P&O technicians from the departments of Antioquia, Caquetá, Cauca, Meta, Nariño and Norte de Santander through On-line distance learning courses.

As explained in previous quarters, the activities related to improving quality in manufacturing, customization and maintenance of Prosthetics and Orthotics should be approached holistically, taking into account not only the training activities for students, but also compliance with new technical regulations in place in the country, as well as strengthening the technical and business planning of laboratories to help them comply with these regulations. Mercy Corps has taken on this important challenge using an integrated approach for the implementation of the following activities:

##### Online P&O training - Module 2

After the student evaluations, and reporting of results during the previous quarter, Mercy Corps designed a work plan to address the challenges related to academic performance and indicator achievement.

Given the withdrawal of five students from the P&O trainings and following through on the Program commitment of building local capacity in the six priority departments, five new technicians were enrolled in the Program after consultations with USAID. All new students meet the selection requirements and are willing to start the Program and fulfill the financial and academic obligations.

Table 1. New students enrolled in the P&O Training Program.

	Municipality/Department	Laboratory
	Cúcuta	Ortopédicas San José
	Cúcuta	ALCA Ortopédicos
	Cali	Ortopédica San Carlos
	Villavicencio	Ortofísica de Colombia
	Ipiales	Ortopédica San Carlos

Students who started their respective training modules in July 2011 will complete their evaluations in November 2011 at SENA's P&O facilities. In order to ensure better academic performance and appropriate application of the acquired knowledge by students who missed all or part of module 1, Mercy Corps met with each of the students and supported them in the design of personal education plans that include the following themes: 1) independent study skills, 2) strengthening of knowledge on anatomy and biomechanics, and 3) assistance practices. Students designed their plans and are implementing them with the accompaniment and supervision of the Mercy Corps' Health and Rehabilitation Coordinator.

## Follow-up on the implementation of Resolution 1319 – Good Practices Manual

Mercy Corps continued to perform visits to all registered P&O laboratories in order to support the design of compliance action plans to Resolution 1319. The Program team visited four laboratories in Pasto, one in Popayán and three in Cúcuta, one in Bucaramanga and one in Villavicencio. During the visits to the laboratories, the Program team piloted a checklist designed for verification of Resolution 1319 compliance.

Municipality	P&O Laboratories Visited
Pasto	4
Popayan	1
Cucuta	3
Bucaramanga	1
Villavicencio	1

As a result, it was evident to Mercy Corps that all of the Laboratories that are part of the Program can be categorized in three levels according to their financial and technical capacity to fulfill the Resolution requirements in the defined timeline:



Visit to Laboratorio Avanza 2, in Florencia, Caquetá. Photo: Angelina Castro/MC

**Category 1** Laboratories with sufficient financial resources (or viable sources to access resources); have technically-trained human resources (or in-training) and have defined strategies, plans and concrete actions to implement the resolution.

**Category 2** Laboratories that do not have sufficient financial resources but are likely to acquire them with support (loans, contracts, debt refinancing), have human resources currently undergoing training processes and have defined strategies, plans and actions to implement the Resolution.

**Category 3** Laboratories that face great financial difficulties and will have problems resolving them in the near future, have insufficient trained human resources and have not yet developed strategies or plans to implement

the resolution. (For a full list of categories, please refer to Annex 1).

Regarding the piloting of the Compliance Checklist, it became clear during the visits that, in order to ensure full compliance and the accreditation of Labs by INVIMA, they will all need additional support, considering their current status. In this sense, the main needs per category are:

**Category 1 Labs:** Support for the creation of manuals (Procedures and Functions, Archiving Protocols); definition and set-up of complaint and grievance system, definition of marketing and sales mechanisms.

**Category 2 Labs:** Infrastructure improvements (identification and enlargement of spaces, use of approved construction materials, adaptation of access doors, installation of evacuation routes and ramps); replace out of date machinery and tools; support the creation of manuals (Procedures and Functions, Archiving Protocols), definition and set-up of complaint and grievances system, identify marketing and sales mechanisms.

**Category 3 Labs:** Change of premises, update and/or purchase of machinery and tools; support for the creation of manuals (Procedures and Functions, Archiving Protocols); definition and set-up of complaint and grievances system, identification of marketing and sales mechanisms.

### P&O Public Policy

Following the work done by Mercy Corps to strengthen local capacity for P&O in Colombia during the Landmines Victims Assistance Program, MC has positioned itself as a leader that has set the benchmarks and criteria for measuring P&O knowledge and nationally professional standards in Colombia.

Leveraging its position as a leader in this area, Mercy Corps has implemented a series of high level meetings with relevant authorities, including the Social Welfare Direction and Disability Group of the Ministry of Social Protection, the Disabilities Unit of the Ministry of Justice and Interior and the National Institute for Food and Drug Surveillance - *Instituto Nacional de Vigilancia de Medicamentos y Alimentos* - INVIMA<sup>1</sup>.

The purpose of the meetings is to maintain an open dialogue with relevant institutions to link the Prosthetics and Orthotics laboratories and technicians to the health system at the municipal, departmental and national level, as well as to ensure that P&O technicians have comprehensive rehabilitation plans, including pre and post Prosthetic care for patients in need of such devices.

Moreover, these meetings have served to get a clear picture of national capacity in this area, and have created mechanisms to bring together institutions and stakeholders responsible for monitoring (Ministry of Social Protection - INVIMA) local authorities and laboratories. As a result, Mercy Corps has been requested by the INVIMA to train their staff on monitoring tools and activities for compliance with Resolution 1319.

While this request clearly shows the need for State institutions to follow through on their responsibilities in this area, it is also an important opportunity to create new knowledge and to encourage institutions to strengthen their local capacities to improve the quality of care for P&O users in remote areas of the country.

**Objective 2:** Landmine survivors and their families in the departments of Antioquia, Caquetá, Cauca, Meta, Nariño and Norte de Santander have Socio-Economic Integration alternatives according to their community context and capacities by the end of the Program (September 2011).

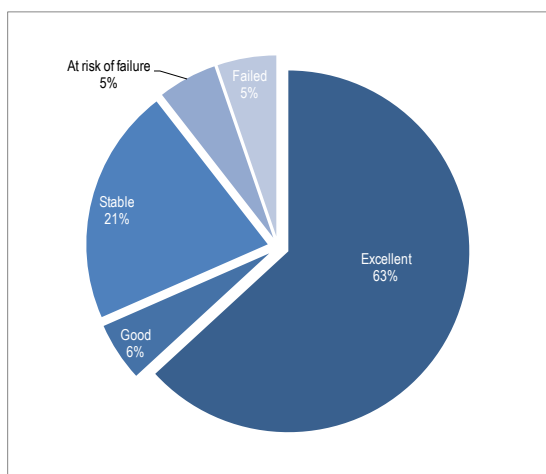
**Result 2.2.** 200 landmine survivors and their families accessed income generation initiatives that improved their quality of life.

**Activity 2.2.1.** Promote the access of 200 landmine survivors and their families to income generation initiatives.

After identifying, characterizing, assessing and training the recipients of Socio-Economic Integration support and seed capital, Mercy Corps started to support and monitor the beneficiaries through home visits with a random sample in each of the six departments prioritized by the Program. During this reporting period, Mercy Corps' Socio-Economic Integration Coordinator and the Monitoring and Evaluation Coordinator visited 38 Seed Capital recipients in the departments of Antioquia, Caquetá, Cauca, Meta, Nariño and Norte de Santander. The sample represents 14,8% of the total number of seed capital recipients. (For a full list of the visits please refer to Annex 2).

1. \_\_\_\_\_  
<sup>1</sup> The INVIMA is the Colombian equivalent for the FDA.





According to the analysis of visit findings, the overall picture shows that businesses can be categorized as sustainable and the majority have performed excellently. The recipients not only reported an improvement in their income but also an investment of surplus resources in health and savings.

The selected beneficiaries received an average of US\$ 1,293 in seed capital implemented between 6 and 9 months. As shown in the graph, 90% of beneficiary initiatives have had satisfactory performance and are still active. Over 63% of the initiatives visited show excellent performance, meaning that the business is active, produces sufficient income, provides surplus and recipients reported a notable improvement in their quality of life from the beginning of their income generation project.

Over 6% report good performance, meaning that the businesses are active, produce enough income for its sustainability, and provide some surplus and recipients reported improvements in their quality of life.

Approximately 21% of the visited initiatives can be reported as stable. These projects are still active although their success has been harder than initially expected. The business is sustainable and has not required monetary support but is still not producing surplus. The beneficiaries, however, report improvements in their quality of life, specifically regarding their personal outlook and health.

Mercy Corps is concerned about the situation of four of the initiatives visited that are at high risk of failing or have failed already. In these cases it is evident that the situation in terms of the physical and mental health of the beneficiaries is poor, which directly affects their performance managing Socio-Economic Initiatives. Also there is a visible absence of a family and/or social support network. Mercy Corps will provide additional technical support for the two beneficiaries with initiatives at risk of failure but have not yet failed. Two of the initiatives have already failed and the beneficiaries have moved from the area.



A landmine survivor and Program beneficiary in Caldono, Cauca. Photo: Paulo Lasso / MC.

## 5. Monitoring and Evaluation

During the reporting period, the M&E Unit supported the Program Management with the process of accountability to beneficiaries. This process included the dissemination of results and impact of the Program with beneficiaries, partner agencies and local authorities. This process was conducted in the departments of Nariño, Caquetá and Cauca, where events are scheduled with the participation of beneficiaries and where achievements challenges and recommendations for appropriate care for people with disabilities caused by conflict injuries have been reported.

The M&E Unit also performed final visits to departmental coordinators of Nariño, Cauca, Antioquia, Caquetá, and the headquarters of the CCCM. These visits are crucial to orient and implement all decisions regarding information management, including file storage and final reports.

In terms of archiving and documentation, the Monitoring and Evaluation Coordinator was able to verify and confirm that complete hard copy and magnetic archives exist and are being stored according to USAID's standards. All Coordinators have designed and understand the Program close-out process and have successfully posted photographic archives to on-line Picasa Albums.



Accountability to beneficiaries – Pasto, Nariño. Photo: Alfredo Torres/MC

For the Socio-Economic Integration activities, the M&E Coordinator, together with the Socio-Economic Coordinator, performed 38 monitoring visits to a random sample of program's beneficiaries. All of these visits are fully documented have served for all related impact analyses.

Finally, to support the Health and Rehabilitation component, the Unit performed visits to 17 P&O technicians that are benefitting from Program activities. Moreover, the Unit, in collaboration with the Health and Rehabilitation Coordinator, held two Skype meetings with all 30 students in order to organize their participation in the upcoming evaluation in November 2011.